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What happens to your feedback?

Metro welcomes all feedback. Your individual views as customers help us to improve services for everyone.

Metro's promise to customers

Metro uses a specialist computer programme to log all details of comments. This enables us to analyse your feedback and monitor how quickly it is resolved.

We send an acknowledgement letter within three days of receiving your feedback so that you know work on it has commenced.

Your feedback may be about a particular service. These are run by private bus and rail operators. On the other hand your feedback may be about a service Metro provides such as running bus stations, information or looking after stops and shelters.

Feedback relating to bus and train services

If your feedback relates to a bus or train service or operator, it is passed on to the relevant company who will deal with your comments. You will receive a response from them rather than from Metro. If you are not satisfied with the response you receive from an operator, you can contact Metro again and we will take up the issue directly on your behalf.

Feedback relating to Metro services

Feedback relating to Metro services is passed on to the relevant department. For example comments about a Metro bus station are sent to the Facilities Manager. Metro then considers your comments and wherever possible tries to resolve the issue for you. A full response is put together and you should receive this 10 days after Metro receives your feedback.

Feedback concerning stops and shelters will receive a full response 28 days after it is received. This is to ensure that Metro can carry out the necessary consultations, including site visits with any relevant third parties.

Feedback monitoring

Metro's senior management team monitors all feedback, whether it relates to services provided by Metro, or bus and train operators, and works to ensure that standards are maintained.

When Metro notices a number of complaints about the same subject, for example a lot of complaints about a particular bus or train service, the matter is taken up with the operator of that service and additional monitoring may also be arranged.

We are also very happy to receive positive comments that you want us to pass on to operators or Metro staff on your behalf.

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